HEWLETT® PACKARD

Color LaserJet™

English

8550, 8550N, 8550DN, 8550GN, 8550MFP Printer

Quick Reference Guide



Quick Reference Guide

HP LaserJet 8550, 8550N, 8550DN, 8550GN, 8550MFP Printer

Publication number C7096-90904

First edition, April 2000

Warranty

The information contained in this document is subject to change without notice.

Hewlett-Packard makes no warranty of any kind with respect to this information. HEWLETT-PACKARD SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Hewlett-Packard shall not be liable for any direct, indirect, incidental, consequential, or other damage alleged in connection with the furnishing or use of this information.

Trademark Credits

Adobe, PostScript, and Adobe Photoshop are trademarks of Adobe Systems Incorporated which may be registered in certain jurisdictions.

Arial, Monotype, and Times New Roman are U.S. registered trademarks of the Monotype Corporation.

CompuServe is a U.S. trademark of CompuServe, Inc.

Helvetica, Palatino, Times, and Times Roman are trademarks of Linotype AG and/or its subsidiaries in the U.S. and other countries.

Microsoft, MS Windows, Windows, and Windows NT are U.S. registered trademarks of Microsoft Corporation.

TrueType is a U.S. trademark of Apple Computer, Inc.

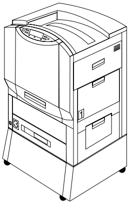
ENERGY STAR is a U.S. registered service mark of the U.S. EPA.

Contents

Printer Information

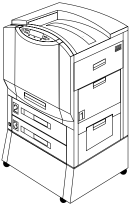
Configurations

This printer is available in five configurations, as described below:



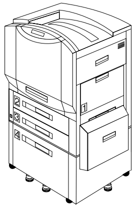
HP Color LaserJet 8550

The HP Color LaserJet 8550 comes standard with a 100-sheet tray 1, a 500-sheet tray 3, a printer stand, and 32 MB RAM.



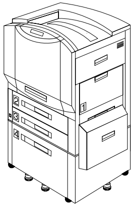
HP Color LaserJet 8550N

The HP Color LaserJet 8550N comes standard with a 100-sheet tray 1, a 500-sheet tray 2, a 500-sheet tray 3, a printer stand, 32 MB RAM, an HP JetDirect print server (10/100 Base-TX), and an internal hard disk.



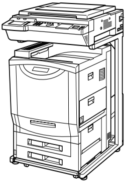
HP Color LaserJet 8550DN

The HP Color LaserJet 8550DN comes standard with a 100-sheet tray 1, a 500-sheet tray 2, a 500-sheet tray 3, a (tray 4) 2,000-sheet input tray, a duplexer, 64 MB RAM, an HP JetDirect print server (10/100 Base-TX), an internal hard disk, and five stabilizing legs.



HP Color LaserJet 8550GN

The HP Color LaserJet 8550GN comes standard with a 100-sheet tray 1, a 500-sheet tray 2, a 500-sheet tray 3, a (tray 4) 2,000-sheet input tray, a duplexer, 128 MB RAM, an HP JetDirect print server (10/100 Base-TX), an internal hard disk, five stabilizing legs, and a higher performance processor.



HP Color LaserJet 8550MFP

The HP Color LaserJet 8550MFP comes standard with a 100-sheet tray 1, a 500-sheet tray 2, a 500-sheet tray 3, a duplexer, 64 MB RAM, an HP JetDirect print server (10/100 Base-TX), an internal hard disk, a printer/copy module stand, and a copy module.

Control Panel Features

Using the Printer Online Help System

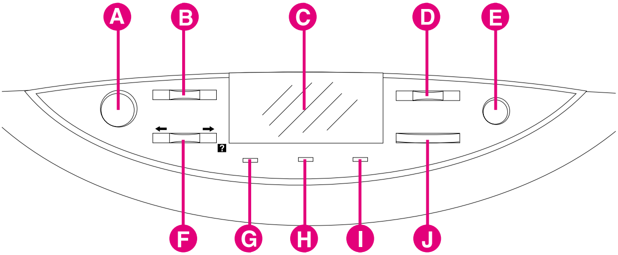
This printer features an online Help system that provides instructions for resolving most printer errors. Certain control panel error messages alternate with instructions on accessing the online help system.

Whenever a **?** appears in an error message or a message alternates with FOR HELP PRESS THE ? KEY, press the ITEM key to navigate through a sequence of instructions. If there is more than one message alternating on the control panel, press MENU+ to display the Help for the first message. Continue to press MENU+ to display the other Help messages. When the desired Help message is displayed, press ITEM+ to scroll through the Help messages.

To exit the online Help system, press GO.

Using the Printer Control Panel

The following figure shows the locations of printer control panel features.



A Go

Brings the printer online or offline, and exits menus.

B Menu

Accesses the printer control panel menus to set the printer defaults. This key permits both forward and backward movement through the list of available menus.

C Display

Presents data about the printer (such as printer status, required actions, or data and print errors) in one or two lines of characters.

D **-Value+**

Steps through the value choices for a particular menu item using -/+. This key permits both forward and backward movement through the values.

E **Cancel Job**

Stops the currently printing job from printing. If no job is printing and the display indicates that a job is processing, CANCEL JOB cancels the currently processing job and the next job begins printing. While the job is being canceled, CANCELING JOB is displayed.

F **Item**

Steps through the items in a particular menu. This key permits both forward and backward movement through the available items. The ITEM key also steps through the control panel help messages.

G **Ready Indicator** (green)

- On—The printer is online and able to accept and process data.
- Off—The printer is offline and unable to process data.
- Flashing—The printer is going from online to offline, or from offline to online.

H **Data Indicator** (green)

- On—Data is in the printer buffer, or the printer is processing data.
- Off—The printer buffer is empty.
- Flashing—The printer is receiving or processing data.

I **Attention Indicator** (amber)

- On—An error has occurred in the printer.
- Off—The printer does not require attention.
- Flashing—The printer requires attention.

J **Select**
Selects the item or value currently shown on the printer control panel display. An asterisk (*) is displayed when an item has been selected.

Printer Control Panel Messages

The following are common printer control panel messages for conditions that will cause the printer to stop working. For a more complete list of messages, see the online user guide, or contact the system administrator.

Control Panel Message	Description	Recommended Action
41.3 UNEXPECTED PAPER SIZE LOAD TRAY 1 <Type> <Size>	Tray 1 is configured for one media size, but the printer detects that a different size has been fed from tray 1. <Type> and <Size> are the media type and size specified in the printer driver or application.	Load the proper-size media in tray 1 or reconfigure tray 1 for the media size it contains.
41.3 UNEXPECTED PAPER SIZE LOAD TRAY 1 <Width> <Length>	Tray 1 is configured for a custom media size, but the printer detects a different size being fed from the tray 1. <Width> and <Length> are the media width and length selected in the application or printer driver.	Load the requested size media in tray 1.
41.5 UNEXPECTED PAPER TYPE LOAD TRAY <X> <Type> <Size>	The printer was expecting one type of media to be fed from an input tray and another type was fed.	Open and close the front door. The printer should feed the page through the printer. Verify that the printer control panel configuration and media are correct.
CLEAR DUPLEX JAM LOWER LEFT DOOR	The printer senses a media jam in the duplex unit.	See "To clear jams from the optional duplexer" on page 46.
CLEAR FUSER JAM LOWER LEFT DOOR	The printer senses a media jam in the fuser area.	See "To clear jams from the fuser area" on page 40.
CLEAR INPUT JAM	The printer senses a media jam in an input tray	See "Removing Jammed Media" on page 34.

Control Panel Message	Description	Recommended Action
CLEAR MAILBOX JAM	The printer senses a media jam in the multi-bin mailbox.	See “To clear jams from a finishing device (the optional multi-bin mailbox, 3000-sheet stapler, 3000-sheet stapler/stacker)” on page 48.
CLEAR OUTPUT JAM UPPER LEFT DOOR	The printer senses a media jam in the top output bin.	See “To clear top output bin and upper left door jams” on page 47.
CLEAR PAPER JAM	The printer senses a media jam.	Open the printer to locate and clear the jam. See “Removing Jammed Media” on page 34.
CLEAR TRANSFER JAM	The printer senses a media jam in the transfer drum area.	See “To clear registration and transfer area jams” on page 44.
CLEAR TRAY 4 JAM	The printer senses a media jam in tray 4.	See “To clear jams in the optional tray 4” on page 39.
CLEAR TRAY X JAM	The printer senses a media jam in one of the optional paper trays.	Open the indicated tray and remove the jammed media. Close the tray and wait for the printer to warm up before resuming printing.
CLEAR UNEXPECTED PAPER SIZE JAM THEN LOAD TRAY 1 <Type> <Size>	The printer senses a media jam in tray 1.	See “Remove media from tray 1.” on page 37.
CLEARING PAPER FROM PRINTER	The printer is attempting to remove unusable media (such as media damaged in a media jam).	No action is required.
CLOSE <Location> DOOR	The printer senses that one of the printer doors is not closed properly. <Location> is one of the printer doors.	Close the door indicated in the message. After all printer doors are closed, the printer control panel might display the message WARMING UP.

Control Panel Message	Description	Recommended Action
DRUM ERROR REPLACE KIT	The printer has detected an error in the imaging drum.	Printing cannot continue until the drum kit has been replaced. See the installation guide included with the drum kit.
DRUM LIFE LOW REPLACE KIT	The imaging drum is almost past its specified life.	Although printing can continue, the drum kit should be replaced for optimum printer operation. See the installation guide included with the drum kit.
DRUM LIFE OUT REPLACE DRUM KIT	The imaging drum is past its specified life.	Printing cannot continue until the drum kit has been replaced. See the installation guide included with the drum kit.
DUPLEX ERROR CHECK DUPLEXER	The printer has detected an error in the duplexer preventing two-sided printing.	Remove the duplexer. Check for and remove any jammed media from the duplexer and reinstall the duplexer.
FACE UP OUTPUT BIN FULL	The top output bin of the multi-bin mailbox is full.	Remove all media from the top output bin on the multi-bin mailbox.
FUSER LIFE LOW REPLACE KIT	The fuser is almost past its specified life.	Although printing can continue, the fuser should be replaced for optimum printer operation. See the installation guide included with the fuser kit.
FUSER LIFE OUT REPLACE KIT	The fuser and paper rollers are past their specified life.	Replace the fuser kit and reset the fuser counter before attempting to print. See the installation guide included with the fuser kit.
INPUT DEVICE PAPER PATH OPEN	The media transfer door on tray 4 is open.	Close the media transfer door.

Control Panel Message	Description	Recommended Action
INSTALL <Color> TONER	One or more of the four toner cartridges are either not installed or not correctly installed in the printer. <Color> can be cyan, magenta, yellow, or black.	Insert the cartridge or make sure the installed cartridge is fully seated in the printer.
INSTALL FUSER LOWER LEFT DOOR	The printer has detected that the fuser is not installed.	Install the fuser and verify that it is properly seated in the printer before attempting to print. See the installation guide included with the fuser kit.
INSTALL IMAGING DRUM OPEN FRONT DOOR	The printer has detected that the imaging drum is not installed.	Install the imaging drum before attempting to print. See the getting started guide or the installation guide included with the drum kit.
INSTALL TRANSFER DRUM OPEN RIGHT DOOR	The printer has detected that the transfer drum is not installed.	Install the transfer drum before attempting to print. See the getting started guide or the installation guide included with the transfer kit.
LEFT OUTPUT BIN FULL	The left output bin on the printer is full.	Remove all media from the left output bin of the printer to continue printing.
LOCK TONER LEVER	The blue lever inside the clear door is not locked.	Open the front door of the printer, open the clear door, swing the blue lever to the left to lock it, and close the clear door and the front door.
MAILBOX X OUTPUT BIN FULL	A mailbox on the multi-bin mailbox is full (X can be mailbox 1 through 8).	Remove all media from the mailbox.

Control Panel Message	Description	Recommended Action
MAILBOX COMM ERROR CHECK CABLES AND CYCLE POWER	Indicates a communication error between the multi-bin mailbox and the printer.	Verify that the communication and power cables are connected. Press GO to continue printing. If the message persists, turn the printer off and on to reset the printer. If the condition still persists, contact a local authorized HP dealer or service representative for service.
MAILBOX NOT ATTACHED	The multi-bin mailbox is not correctly attached to the printer.	Push the mailbox up against the printer. Verify that the wheels on the multi-bin mailbox are not preventing the mailbox from attaching to the printer.
MANUALLY FEED <Type> <Size>	The printer is requesting that a sheet of media or an envelope be manually fed.	Load the proper type and size media into tray 1.
NEW TONER CARTRIDGE? = NO	This message will appear if the printer senses that a TONER LOW or TONER OUT message has appeared and then gone away, indicating that a new toner cartridge may have been installed.	Change to YES and press SELECT if you just installed a toner cartridge. Press ITEM+ until you see NEW TONER=BLACK. Press VALUE+ until the new cartridge appears, then press SELECT.
OFFLINE	The printer is offline and there are no error messages pending.	Press GO to bring the printer online.
OUTPUT BIN FULL alternates with CLEAR PAPER FROM FACE UP	The bin-full sensor in the left Face-up Bin has been reached.	Empty the Face-up Bin.
OUTPUT BIN FULL alternates with CLEAR PAPER FROM OPTIONAL BIN 1	The Stacker Bin is full.	Empty the Stacker Bin.

Control Panel Message	Description	Recommended Action
POWERSAVE ON	The printer is in power save mode.	Clear this message by pressing any key or by sending a print job to the printer.
PROCESSING COPY <X> OF <Y>	The printer is processing a proof and print or mopy print job.	No action is required.
SEPARATOR OUTPUT BIN FULL	The multi-bin mailbox output bins are full.	Remove all media from the output bins on the multi-bin mailbox.
STACKER OUTPUT BIN FULL	The multi-bin mailbox output bins are full.	Remove all media from the output bins on the multi-bin mailbox.
STAPLER LOW ON STAPLES	The Stapler Cartridge has 20 to 50 staples remaining.	No action required.
STKR: ATTACH TO PRINTER	The device is not attached to the printer properly.	Make sure that there is a proper attachment between the device and the printer, and wait for a solid green status light on the user LED on the device.
STKR: CLOSE STAPLER DOOR	The Stapler door is open or it is not closed properly.	Close the Stapler door properly.
STKR: DETACH AND CLEAR JAM	A paper jam occurred in the device.	Clear the paper jam.
13.xx Paper Jam alternates with STKR: DETACH AND CLEAR STAPLE JAM	A staple jam occurred.	Open the Stapler door, and clear the paper or staple jam.
STKR: TRAY OVERLOAD alternates with CLEAR PAPER FROM OPTIONAL BIN 1	The weight capacity of the stacker bin has been reached.	Clear the paper from the Stacker Bin.

Control Panel Message	Description	Recommended Action
TONER LOW REPLACE <Color>	The printer is almost out of the specified toner. <Color> can be cyan, magenta, yellow, or black.	Although printing can continue, the toner cartridge should be replaced for optimum printer operation. See the installation guide included with the toner cartridge.
TONER OUT REPLACE <Color>	The printer is out of the specified color of toner. <Color> can be cyan, magenta, yellow, or black.	Printing cannot continue until the specified toner cartridge has been replaced. See the installation guide included with the toner cartridge.
TOO MANY PAGES IN JOB TO STAPLE	The job height is greater than the stapler capacity. The height of the job to be stapled should not exceed 5 mm.	See the stapling specifications in the user guide for more information.
TOP OUTPUT BIN FULL	The top output bin on the printer is full.	Remove all media from the top output bin.
TRANSFER KIT LOW REPLACE KIT	The transfer drum, transfer belt, cleaning roller, and filters are almost past their specified life.	Although printing can continue, the transfer kit should be replaced for optimum printer operation. See the installation guide included with the transfer kit.
TRANSFER KIT OUT REPLACE KIT	The transfer drum, transfer belt, cleaning roller, and filters are past their specified life.	Replace the transfer kit and reset the transfer counter before attempting to print. See the installation guide included with the transfer kit.
TRAY 1 CONTAINS UNKNOWN MEDIA	Media was stacked in tray 1 for continuous manual feed printing and the job has been completed. However, media remains in tray 1. Tray 1 is considered to be not configured.	Configure the media type for tray 1 or remove the remaining media. See "Configuring Media Type and Size" on page 32.
TRAY 1 LOAD <Type> <Size>	There is a user request for a media size that is not currently installed in tray 1.	Load the media type and size specified on the display. After loading the tray, the printer brings itself online.

Control Panel Message	Description	Recommended Action
TRAY X EMPTY <Type> <Size>	A tray not currently selected has run out of media.	Load the media type and size specified on the display.
TRAY X LOAD <Type> <Size> CHECK CONTROL PANEL SETTING	There is a user request for a media size that is not currently installed in the printer. -Or- The tray has run out of media.	Load the media specified on the display, and configure the input tray in the printer control panel. After the tray is loaded, the printer brings itself online. Pressing Go will cause the printer to attempt to print the page on the default size media.

Loading Media

Media Specifications

The table below contains information about loading media including special types such as transparencies, envelopes, labels, and prepunched media. For more complete information on media specifications for this printer, see the online user guide.

Tray	Media Type & Size	Media Weight	Orientation
1	Paper Heavy paper (28 to 58 lb; 105 to 216 g/m^2) Letter A4 Executive Legal 11-by-17 inch A3 A5 Custom sizes: minimum 3.9 by 7.5 inch maximum 12 by 18.5 inch	16 to 58 lb (60 to 216 g/m^2) bond	SS: Face up DS: Face down L&F: Short edge (top) toward the rear of tray Letter/A4: Long edge toward the printer
	Prepunched media Letter A4	16 to 58 lb (60 to 216 g/m^2) bond	SS: Face up, with the holes toward printer DS: Face down, with the holes away from printer
	Transparencies Letter A4	4 to 5 mils (0.10 to 0.13 mm) thick**	Face up, with the long edge toward the printer
	Envelopes Double postcard (JPOSTD) B5 Commercial #10 C5 DL Monarch	Maximum of 24 lb (90 g/m^2)	Face up, with the short edge toward the printer

Tray	Media Type & Size	Media Weight	Orientation
1	Labels Letter A4	—	Face up, with the long edge toward the printer
2 3 4	Paper Letter A4 Executive Legal **Trays 3 and 4 only** 11-by-17 inch A3	16 to 28 lb (60 to 105 g/m^2)	SS: Face down DS: Face up L&F: Short edge (top) toward the rear of tray
	Prepunched media Letter A4	16 to 28 lb (60 to 105 g/m^2)	SS: Face down, with the holes to the right DS: Face up, with the holes to the left
2 3	Transparencies Letter A4	4 to 5 mils (0.10 to 0.13 mm) thick**	Face down

* SS = single-sided printing; DS = double-sided printing; L&F = letterhead and preprinted forms
**HP recommends using 5 mils (0.13 mm) thick transparencies with this printer.

Paper Trays and Capacities

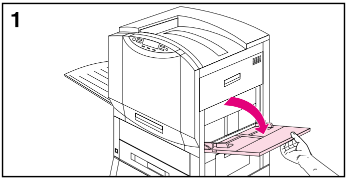
The table below contains information about paper trays and capacities. For more information, see the online user guide.

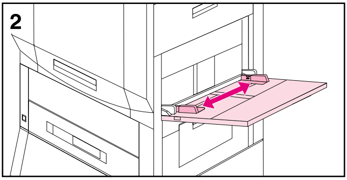
Tray	Maximum Capacity
1	Paper, pre-punched media: 100 sheets of 20 lb (75 g/m^2) bond. Limit to media-fill mark on the media width guides. Transparencies, labels: limit to media-fill mark on the media width guides. Envelopes: approximately 10. Limit to media-fill mark on the media width guides.
2	Paper, pre-punched media: 500 sheets of 20 lb (75 g/m^2) bond. Limit to media-fill mark on the media width guides. Transparencies, labels: limit to media-fill mark on the media width guides.
3	Paper, pre-punched media: 500 sheets of 20 lb (75 g/m^2) bond. Limit to media-fill mark on the media width guides. Transparencies, labels: limit to media-fill mark on the media width guides.
4	2,000 sheets of 20 lb (75 g/m^2) bond. Limit to media-fill mark on the media width guides.

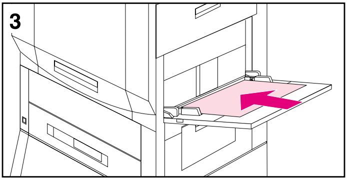
CAUTION To avoid media jams, never open an input tray while the printer is printing from that input tray.

Note

Do not fill any input tray above the media fill mark on the media guides.







To load media into tray 1

CAUTION

To avoid media jams, never add or remove media from tray 1 while the printer is printing from tray 1.

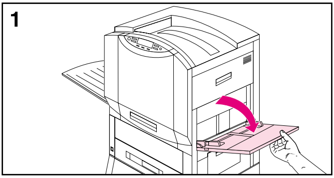
1 Open tray 1.

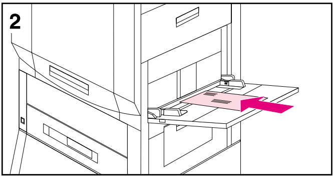
2 Slide the media width guides to the size that matches the media.

3 Load up to 100 sheets of 20 lb (75 g/m^2) bond paper into the input tray face up, with the long edge of the letter- or A4-sized media toward the printer. Do not fill the input tray above the media-fill mark on the media guides.

Slide the media into the printer as far as it will go (until the leading edge rests lightly against the printer) and adjust the media width guides until the media fits squarely and firmly between the media width guides without bending the media.

Use the control panel to select the size and type of media in tray 1. (See “Configuring Media Type and Size” on page 32.)





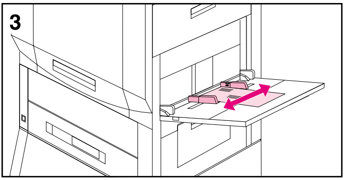
To load envelopes in tray 1

CAUTION

Never use envelopes with clasps, snaps, windows, coated linings, or self-stick adhesives. These items can damage the printer. Never try to print on both sides of an envelope. Media jams and printer damage can result.

1 Open tray 1.

2 Place up to ten envelopes in tray 1 between the media width guides, face up, with the back flap against the input tray and the return address area (short edge of the envelope) towards the printer.



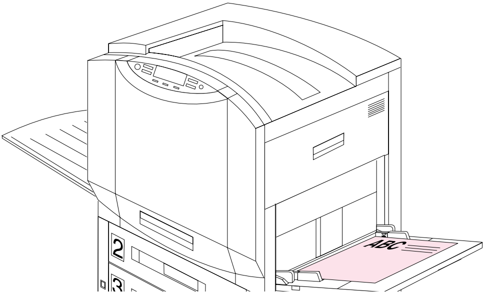
3 Slide the media width guides until they touch both sides of the envelopes without bending the envelopes.

4 Set the envelope size in the printer control panel. (See “Configuring Media Type and Size” on page 32.)

Orienting Media in Tray 1

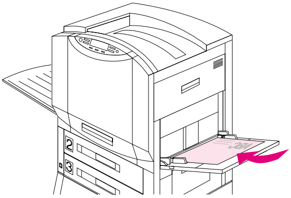
Place media into the input tray with the side to be printed on face up for single-sided printing. For letter- or A4-sized media, place the top of the page toward the rear of the printer and the long edge toward the printer. For media sizes larger than letter and A4, place the top (short) edge of the page toward the printer.

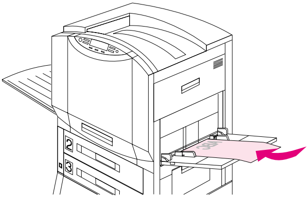
Load letterhead and preprinted forms face up.



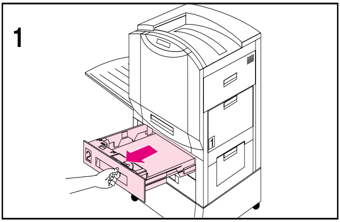
The duplexer prints the second side of the paper first, so paper such as letterhead and preprinted paper needs to be oriented as shown.

- Load letter and A4 paper with the front side down and the top, short edge toward the rear of the printer for double-sided printing.
- Load other sizes of paper with the front side down and the top, short edge toward the printer for double-sided printing.





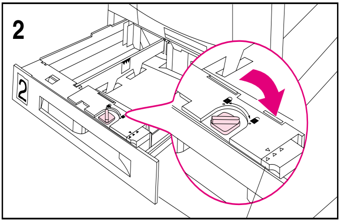
To load media into trays 2 and 3



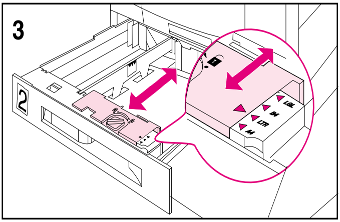
1 Firmly grip the handle in the center of the input tray, squeeze the release lever, and pull the input tray out until it stops.

NOTE

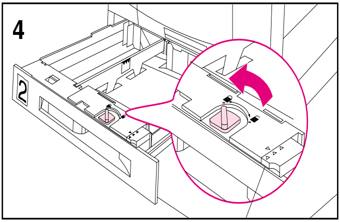
To use the media size currently configured in the input tray, go to step 8. To use a media size different from the current setting, go to step 2 to reconfigure the input tray.



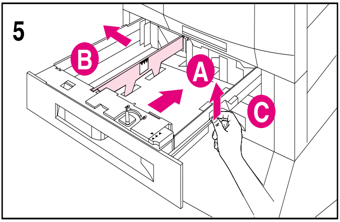
2 Turn the media guide lock to the unlocked position.



3 Slide the media width guides to the size that matches the media.



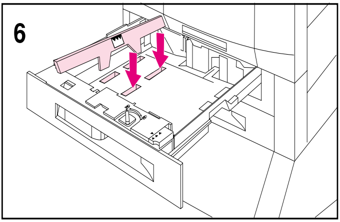
4 Turn the media guide lock to the locked position.



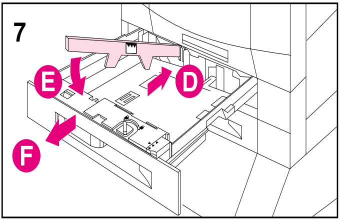
5 Adjust the left media guide by pushing it in (A) and lifting up and out (B).

NOTE

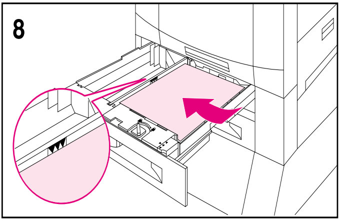
Lift here (C) to remove paper from the tray.



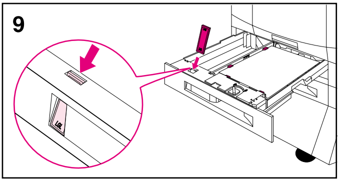
6 Position the left media guide over the correct media size marked on the input tray.

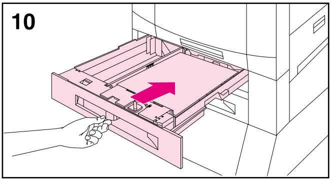


7 Press the left media guide into the rear slot (D), and then lower it down (E) into the front slot (F). Verify the guide is not skewed.



8 Load up to 500 sheets of 20 lb (75 g/m^2) bond paper in the input tray.





9 Ensure that the media size tab on the front of the input tray is set to the correct media size.

10 Slide the input tray back into the printer.

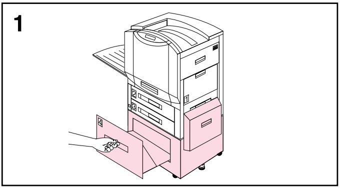
11 Set the media type in the printer control panel.

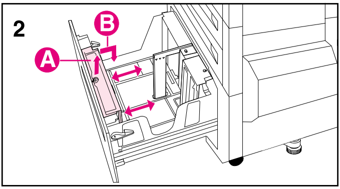
NOTE

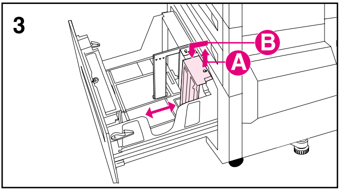
Always configure the media type in the printer control panel to prevent users from printing on the wrong media type (such as transparencies instead of plain paper). (See “Configuring Media Type and Size” on page 32.)

Note

If media curls or skews excessively during printing, open the input tray and turn the stack of media over. To avoid media jams, never open the input tray while the printer is printing.







To load media into tray 4

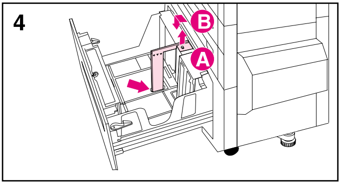
1 Firmly grip the handle in the center of the input tray, squeeze the release lever, and pull the input tray out until it stops.

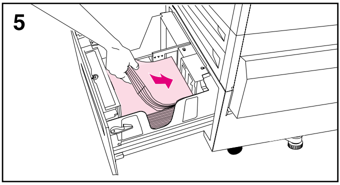
NOTE

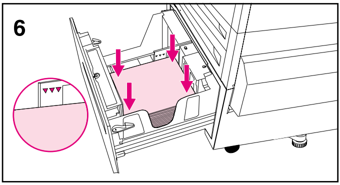
To use the media size currently configured in the input tray, go to step 5. To use a different size, go to step 2.

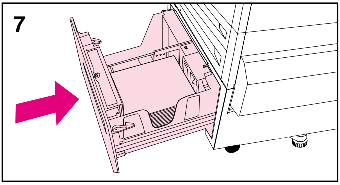
2 Adjust the front media guide by pulling up on the pin (A), placing the media guide into the slots on the top and bottom of the input tray that correspond to the media size you are loading (B), and pushing in the pin.

3 Repeat step 2 to adjust the back media guide.









4 Repeat step 2 to adjust the left media guide.

NOTE

For 11-by-17 inch media, move the left media guide to the back of the input tray.

5 Load up to 2,000 sheets of 20 lb ($75\ g/m^2$) bond paper into the input tray.

CAUTION Do not place anything in the input tray to the left of the media guides because the input tray will not be able to lift the media to print and could damage the input tray.

6 Press down on all four corners of the media stack to ensure the media rests flat in the input tray.

7 Close tray 4.

Set the media type in the printer control panel. See “Configuring Media Type and Size” on page 32.

Note

Always configure the media type in the printer control panel to prevent printing on the wrong media type (such as transparencies instead of plain paper). (See “Configuring Media Type and Size” on page 32.)

Configuring Media Type and Size

Configure the media type (such as plain paper, letterhead, or transparencies) for each of the input trays. If the media type and size have been correctly configured for the input trays, the printer will print based on the type and size of media and will automatically use the correct input tray. Configuring the media type is beneficial for several reasons:

- Setting the media type prevents printing on the wrong, possibly expensive, media.
- The printer will automatically adjust its print speed to accommodate special media (such as card stock, labels, and transparencies). These adjustments will give the best quality output, saving time and resources.

Note If the media type is not set properly, the printer might not print on the correct media or at the correct speed for the media type, which can result in poor print quality.

To configure the input trays

Follow the steps below to configure the media type.

1 Press MENU until PAPER HANDLING MENU appears on the printer control panel display.

2 Press ITEM until TRAY [number] TYPE = appears on the display.

3 Press -VALUE+ until the correct media type appears on the display.

4 Press SELECT to save the selection. An asterisk (*) appears to the right of the selection.

To configure the media size in tray 1, repeat steps 1-4 (“size” will replace references to “type”).

Note Trays 2, 3, and the optional tray 4 will automatically sense the media size.

5 Repeat steps 2 through 4 to configure the media type in another input tray.
- Or -
Press GO to bring the printer online.

Media Jams

Removing Jammed Media

The procedures on the following pages explain how to clear the most commonly occurring jams. After all jammed media have been removed, the printer will warm up and resume printing.

The printer control panel displays messages about where jams occur and which doors to open to clear jams. As a first step, try opening and then closing the front door of the printer. The printer will attempt to clear a jam from the paper path and send the page to an output bin.

If the printer does not clear the jam, try the following:

- Remove all portions of the jammed media from the printer.
- After removing media that has jammed in one area of the printer, check other areas to make sure all media has been removed.

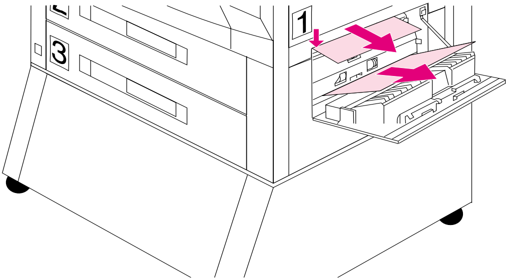
Solving Repetitive Media Jams

If the printer continues to jam, try the following:

- Use only media that meets the media specifications detailed in “Loading Media” on page 17.
- Make sure that the media is correctly loaded in the input trays and that all media width guides are correctly set.
- Make sure the tray is not overloaded with media.
- Do not use media that is torn, worn, or irregular.
- Turn over the stack of media in the tray.
- Print heavy media from tray 1.

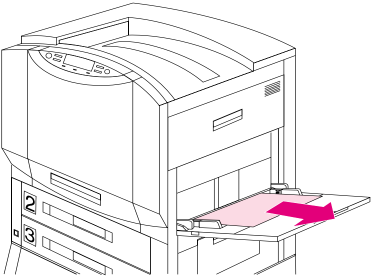
If the printer continues to jam, contact a local authorized HP service provider. For more information on solving repetitive jams, see the online user guide.

To clear jams from the lower right door



1 Open the lower right door.
2 Remove any jammed media.
3 At the left side of the opening, pull the green tab down to lower the bar, remove any jammed media, and release the tab.
4 Close the lower right door.

To clear jams in tray 1



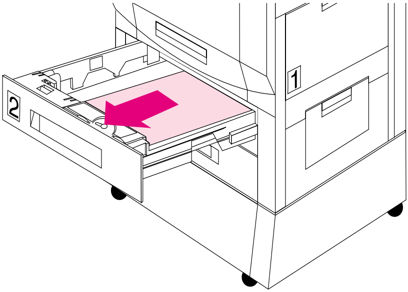
1 Remove media from tray 1.

2 Gently remove any jammed media.

3 Load media back into tray 1 and resume printing.

Note If the media does not come out easily, see “To clear registration and transfer area jams” on page 44.

To clear jams in trays 2 and 3

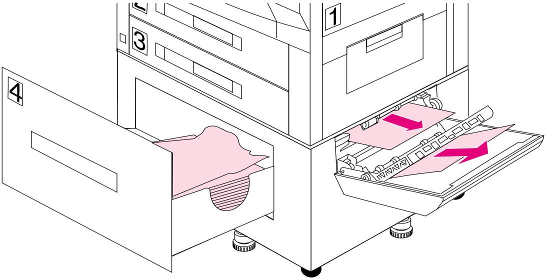


1 Open tray 2 or tray 3.

2 Remove any jammed media. You might have to remove the tray, by lifting it slightly and pulling it out, and look into the opening to locate the jammed media.

3 Close the tray.

To clear jams in the optional tray 4



1 Open tray 4.

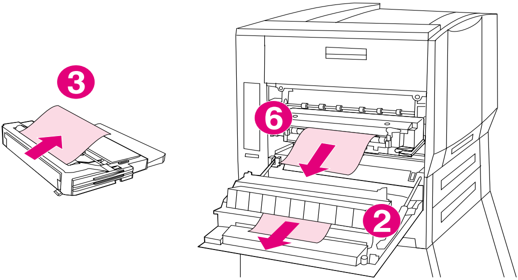
2 Remove any jammed media.

3 Open the media transfer door and remove any media.

4 Lift the green bar, remove any jammed media, and release the bar.

5 Close the media transfer door and tray 4.

To clear jams from the fuser area



1 Open the lower left door.

2 Gently remove any jammed media from the inside of the door or from between the rollers near the top of the opening.

If an optional duplexer is installed, continue with step 3; otherwise, proceed to step 6.

3 Press the green tab on the right side of the duplexer and pull the duplexer out of the printer.

4 Remove any jammed media from the duplexer.

5 Lift the green guide, remove any media, and lower the green guide.

WARNING! Do not touch the fuser; it might be very hot and could cause burns.

6 On the left side of the fuser, pull down on the green tab, carefully remove any media, and release the tab. Repeated jams in the fuser area indicate that the fuser might be installed improperly. Complete steps 7 through 9 if you experience repeated jams in the fuser area; otherwise, proceed to step 10.

7 Press down on the large green lever on the right side of the fuser to ensure that it is in its proper position.

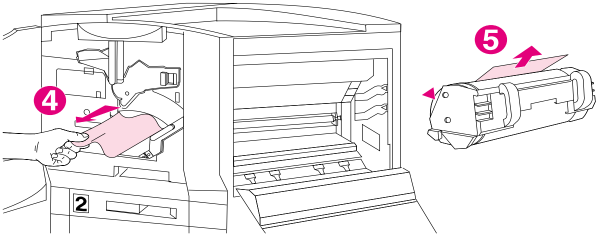
8 On each side of the fuser, rotate the blue levers down slightly.

9 Rotate the blue levers back up until they snap into place.

10 If an optional duplexer was removed from the printer, slide the duplexer back into the printer until it clicks into place.

11 Close the lower left door.

To clear transfer drum jams



1 Open the front door, press the white button on the lower (green) lever, and swing the lever to the right.

2 Open the upper right door.

3 Using the handles, gently pull out the transfer drum until it stops.

4 From the front of the printer, remove any jammed media.

5 Lift the transfer drum out of the printer and remove any media wrapped around the drum.

6 Align the arrows on ends of the transfer drum with the matching arrows on the tracks inside the printer.

7 Push the transfer drum into the printer.

8 Close the upper right door.

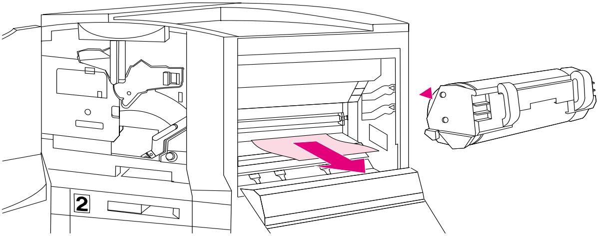
Note If the upper right door does not close, the transfer drum might not be all the way in the printer.

9 In the front of the printer, swing the lower (green) lever back to the left, making sure it clicks into place.

Note If the lever does not return to its original position, the transfer drum might not be all the way in the printer.

10 Close the front door.

To clear registration and transfer area jams



1 Open the front door, press the white button on the lower (green) lever, and swing the lever to the right.

2 Open the upper right door.

3 Using the handles, gently pull out the transfer drum until it stops.

4 Remove jammed media from inside the opening. If the entire page can be removed easily, without forcing it out, continue to step 7. If only one edge of the media can be removed easily, do not force the other edge out.

5 In the front of the printer, turn the blue knob counterclockwise to feed the jammed media into the printer.

6 From the front of the printer, remove the jammed media.

7 Push the transfer drum into the printer.

8 Close the upper right door.

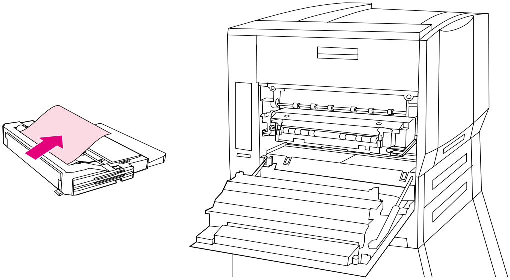
Note If the upper right door does not close, the transfer drum might not be all the way in the printer.

9 In the front of the printer, swing the lower (green) lever back to the left, making sure it clicks into place.

Note If the lever does not return to its original position, the transfer drum might not be all the way in the printer.

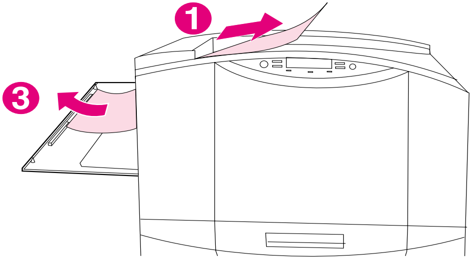
10 Close the front door.

To clear jams from the optional duplexer



1 Open the lower left door.
2 Remove any jammed media from the duplexer.
3 Press the green tab on the right side of the duplexer, and pull the duplexer out.
4 Lift the green guide, remove any media, and lower the green guide.
5 Slide the duplexer back into the printer until it clicks into place.
6 Close the lower left door.

To clear top output bin and upper left door jams



1 Slowly remove any jammed media from the top output bin.
2 Open the upper left door.
3 Gently remove any jammed media.
4 Close the upper left door.

To clear jams from a finishing device (the optional multi-bin mailbox, 3000-sheet stapler, 3000-sheet stapler/stacker)

1 Pull the finishing device away from the printer.

2 Remove any jammed media from between the finishing device and printer.

3 Push the finishing device back toward the printer.

Replacing Consumables

Consumables are items that are expended during normal use of the printer. These include the toner cartridges and the fuser, transfer, and drum assemblies.

To replace consumable items, see the installation instructions included with each kit.

For More Information

See the online user guide for information about printer operation, service, and support.

HEWLETT® PACKARD

Printed on at least
50% Total Recycled Fiber with
at least 10% Post-Consumer Paper

Printed in USA 04/00

**Manual Part No.
C7096-90904**

C7096-90904